

JOB DESCRIPTION

FACILITIES OFFICER

JOB OVERVIEW

Location	Masterton
Business Unit	Infrastructure
Reporting to	Team Lead, Facilities Asset Management
Direct Reports	Nil
Delegated responsibility	As per the delegation's manual

OUR COUNCIL

Working at Masterton District Council means being part of a motivated, professional, and customer-focused team in one of New Zealand's most beautiful districts. Our people play an integral role in delivering services for our community and we are focused on both 'what', and 'how' we achieve our goals. Our values help us build a workplace culture that is challenging but fun, because enjoying coming to work is important!

We want to be the best provincial council in New Zealand.

- We are an employer of choice in the Wellington Region
- Our staff recommend us to their family and friends

OUR VISION

Masterton/Whakaoriori: Providing the best of rural provincial living.

OUR VALUES

HĪKINA TE MĀNUKA	By figuratively lifting the mānuka we show that we are responding and rising to challenges by being innovative , hard-working, and collaborative .
MANA TĀNGATA	Our organisation recognises the diversity and individuality of each of our staff members. We act with integrity and respect each other's lived experiences and the value they bring to the workplace.
HE TOA TAKITINI	Every staff member is a crucial part of the team that makes up Masterton District Council. We trust and support each other to succeed by drawing on our collective strengths.

TE TIRITI O WAITANGI

The Treaty of Waitangi

We are committed to the principles of Te Tiriti o Waitangi / Treaty of Waitangi: partnership, participation, and pro-active protection. We recognise Tikanga Māori values in the workplace and community and know we can do more.

MY DEPARTMENT UNIT

The Infrastructure department consists of the following functions:

The Infrastructure department is responsible for planning, delivering, and maintaining a broad range of essential services and assets on behalf of Masterton District Council. This includes:

- Roading Services
- Solid Waste
- Capital Projects
- Property, Parks, and Aerodrome
- Fleet Management
- Emergency Management

MY ROLE

The Facilities Custodian role is responsible for but not limited to:

the maintenance and upkeep of Council facilities, buildings, and associated assets, ensuring they are safe, functional, well-presented, and fit for purpose.

The role coordinates maintenance activities, supports compliance and security requirements, manages contractor and supplier relationships, and provides operational support to ensure Council facilities meet the needs of staff, elected members, facility users, and the wider community.



MY KEY RESULT AREAS (KRAs)

MDC Sites and Maintenance

- Council properties are maintained to agreed value and service levels.
- Preventive maintenance programmes are in place for all equipment along with documented replacement and upgrade plans.
- Work with Team Lead/Building team and BWOFF suppliers to ensure Council spaces have current BWOFFs.
- In conjunction with Team Lead monitor and maintain specified systems (e.g. HVAC, auto-doors, and elevators) to ensure safe and proper function.
- Coordination of building layouts for staff accommodation including new fitouts or changes to existing floor plans alongside management approval.
- Work with the Team Lead on Mawley Park Matters.
- Work with the Team Lead to monitor and maintain parks and reserves maintenance alongside the FOS team.
- Provide backup support as needed for disposing of waste and recycling systems at MDC office sites.
- Facilitate minor building repairs and maintenance, including basic carpentry, painting, equipment repairs, and facilities upkeep, escalating larger maintenance issues as required.
- Assets are recorded and maintained in the council asset register and asset management plans as instructed by Team Lead.
- Ensure meeting rooms are well maintained, tidy, and equipped appropriately, including coordinating with Technology and other teams to ensure all equipment and technology are fit for purpose.
- Manage trade people and suppliers to ensure works are completed to the required standard and within agreed timeframes and budgets.
- Provide backup support when required for the coffee machine being cleaned, sanitised, and maintained at the end of each working day, including emptying waste trays, cleaning components and surrounding areas, and reporting any maintenance or operational issues promptly.

Site access and security

- Provide backup as needed to the EA to the Group Manager Infrastructure with the coordination and administration of access cards and keys, ensuring accurate records are maintained.



	• In conjunction with Team Lead coordinate security systems (access, alarms, and camera) including the development of upgrade plans alongside Technology team.
MDC Vehicle Fleet	• Assist Senior Property Officer with vehicle related activities such as transport for servicing WOF etc.
Relationship Management	• Manage contractors (tradespeople and suppliers) so that works are completed to the required standard and within agreed timeframes and budgets and meet health, safety and compliance standards. • Act as a key point of contact for facility users and members of the public, managing enquiries and building positive relationships that support a high-quality customer experience.

MY HEALTH AND SAFETY RESPONSIBILITIES

Health, Safety, Wellbeing	• Represent Facilities and Open Spaces on the Health and Safety Committee • Always ensure your own and the safety of others • Comply with policies, procedures and safe systems of work • Report all incidents/accidents, including nears misses, in a timely fashion • Actively participate in the hazard management and identification process • Escalate risk as per the Risk Management Policy
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MY KEY RELATIONSHIPS

Internal	• Chief Executive • Executive Leadership Team • Immediate Team • Masterton District Council Staff
External	• Facility and asset hirers • Residents and Ratepayers of Masterton, wider district. • Contractors, tradespeople, and suppliers



MY OTHER RESPONSIBILITIES

Self-Management, Training and Development

- Set realistic goals for own performance.
- Undertake change based on regular self-evaluation and feedback.
- Identify opportunities for personal and professional development and growth.
- Undertake both internal and external training identified as relevant to the role.

Policies and Procedures

- Comply with the Council's Code of Conduct, Staff Manual including its Policies and Procedures at all times.
- Ensure the implementation and compliance with the Council's Code of Conduct and Policies and Procedures, within all areas of responsibility.

Other duties

- All duties must be carried out to the prescribed timeframes, systems, quality, and standards and to the satisfaction of your (ELT) Manager.
- Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit in any way the scope of functions of the position. Duties and responsibilities can be amended from time to time to meet changing conditions.

Participate in the Council's civil defence emergency response

- Participation in relevant emergency response training and duties as requested by the Chief Executive.
- Such other duties as may be required from time to time by your (ELT) Manager.



MY KNOWLEDGE/SKILLS/EXPERIENCE/ATTRIBUTES

Qualifications, Skills and Experience

- Desirable but not essential to have or be working towards a trade qualification, building maintenance qualification, or equivalent practical experience in facilities maintenance, construction, or a related field.
- Experience in the management of facilities is an advantage.
- Strong customer service ethic.
- Experience in coordinating and overseeing contractors, trades people and suppliers is an advantage.
- Effective communicator with the ability to build and maintain positive working relationships both internally and externally.
- Ability to manage, prioritise and plan workload effectively to ensure timely delivery of services.
- Critical thinker with the ability to analyse and problem solve effectively.
- Hold a clean Full driver's licence that is current.

Personal Attributes

- Respectful, honest and open.
- Operates with integrity, respecting diversity and other's needs.
- Self-motivated with initiative.
- Positively takes on challenges.
- Takes accountability for own actions and works effectively as part of a team.
- A strong communicator who can work collaboratively across a range of managers and teams.

JOB DESCRIPTION AGREEMENT

My name

My signature

Date



JOB DESCRIPTION VERSION CONTROL

Author	Version	Comments	Date
People and Capability Advisor	1	Draft new JD. Incorporating duties from another role.	August 2026
People and Capability Advisor	2	Convert JD from proposed to finalise version.	October 2026



ATTACHMENT A

Place in organisation

